

## OLDTOWN Membership Rewards Programme

# FAQ

**Q:** Why choose OLDTOWN Membership Rewards Programme?

**A:** OLDTOWN Rewards Programme is our way of saying Thank You and to show Appreciation to our loyal customers who has been with us for the past 17 years. We would like to further engage with our customer by rewarding them with various fabulous members' only BENEFITs.

**Q:** What are the benefits of OLDTOWN Rewards Membership Programme?

**A:** Exciting benefits as below:

- FREE drink upon sign up with any purchase
- Accumulate stamps (As low as 3 stamps to redeem FREE drink) for min RM30 purchase per receipt to enjoy a FREE drink, a FREE Meal, or a FREE Set Meal (All complimentary items are subject to change every month on rotation basis)
- Birthday Treat at OLDTOWN with any purchase.
- Attractive Referral Awards. We recognize our referrer as OLDTOWN ambassador who introduce us to their friends and family
- Enjoy ALL members' only promotion (Exclusive Promo for Gold & Platinum Membership Holders)

**Q:** What are OLDTOWN Stamps? How to earn the FREE Drinks, Meal and Set Meal? What is the expiry date?

**A:** OLDTOWN stamps – Every spent in OLDTOWN with min RM30 per receipt (Dine-in and Take away only), you will earn a stamp which will be automatically tracked and each stamps valid for 6 months for this milestone claim. Accrual of stamp and redemption of reward is not applicable for 3rd party delivery services, partner promotion and discount. Refer to the redemption catalog at [member.oldtown.com.my](http://member.oldtown.com.my) for variety of redemption items.

**Q:** Who is the OLDTOWN ambassador? What are the benefits to become OLDTOWN Ambassadors?

**A:** To become OLDTOWN ambassador, just need to sign up as OLDTOWN member, introduce your friends and family to join us as OLDTOWN members and once they start to spend then automatically you will become OLDTOWN ambassador. All OLDTOWN ambassadors are our privileged member who can always enjoy a FREE drink in REFFERAL programme once their referrer starts to spend with OLDTOWN.

**Q:** Do I need to pay a fee to join the OLDTOWN membership Rewards Programme?

**A:** Membership is free, just sign up to start enjoying the benefits.

**Q:** Is OLDTOWN Membership Rewards Programme open to non- Malaysians and What is the age limit?

**A:** This programme is open to all individuals aged 18 and above regardless of nationality with registered mobile number in Malaysia.

**Q:** Is there an expiration date on my OLDTOWN Membership Rewards Programme?

**A:** This membership is for lifetime and will not expire unless there is a change of Terms & Conditions.

**Q:** How do I register to be OLDTOWN Member?

**A:** Just log onto <http://member.oldtown.com.my> to sign up as a new member. Alternatively, you may also register in-store at selected OLDTOWN outlets nationwide via QR code.

**Q:** Is there a physical OLDTOWN membership card issued to me after I register?

**A:** The OLDTOWN White Coffee would want to go digital in line with times, same goes to our rewards programme. No physical card will be issued. You can access your digital card online by logging into your account at <https://member.oldtown.com.my>

**Q:** What is the validity period of OLDTOWN Reward? Can I extend the expiry date?

**A:** As to make this Rewards Programme a success, we've worked out multiple rewards for our customers. Customer will need to accumulate multiple stamps and redeem the rewards via apps.

- Sign Up rewards: Validity is 10 days upon signing up

- Birthday rewards: Validity is One (1) month which Members Birthday Month.

- Referral rewards: Validity is 14 days once ambassador's referrer did her/his first purchase at OLDTOWN (min RM30 per receipt)

\*No extension for any rewards extension

**Q:** Can I earn stamps/reward for my delivery order?

**A:** No, you can't. You can only earn and redeem rewards for Dine-In or Take-Away orders unless there is a change of Terms and Conditions.

**Q:** Can I transfer my stamps and rewards to my friends or family members?

**A:** No, you can't but you can become our ambassador and invite your friends/family to join us and enjoy the rewards together.

**Q:** How can I find out the details of my membership and OLDTOWN rewarding system?

**A:** Click on [member.oldtown.com.my](http://member.oldtown.com.my) to sign in and check for stamps rewarding and rewards pending to redeem.

**Q:** Who should I refer for any Membership enquiries?

**A:** Get in touch with us via email at [kpcst@oldtown.com.my](mailto:kpcst@oldtown.com.my) (Mon-Fri: 900am – 500pm) and we will be happy to assist you with any queries you may have.